WHAT IS CLAIMED IS:

1   1.   A method for processing a user inquiry, the method comprising:

2   receiving a user inquiry;

3   sending a first request for user information to a first database;

4   providing the user information from the first database;

5   selecting a first agent, the first agent having a desirable set of skills and being

6 available;

7   sending the user information to the selected first agent with a first web

8 browser; and

9   sending the user inquiry to the selected first agent in response to a first signal

10 indicative of a first consent from the selected first agent within a predetermined period of

11 time.

1   2.   The method of claim 1 wherein the selecting a first agent comprises:

2   detecting an amount of information traffic to an agent location; and

3   if the detected amount of information traffic reaches or exceeds a

4 predetermined traffic level, avoiding choosing any agent from the agent location as the first

5 agent.

1   3.   The method of claim 1, and further comprising:

2   processing the user information with the first web browser by the selected first

3 agent.

1   4.   The method of claim 1, and further comprising:

2   in response to a lack of the first signal indicative of the first consent within the

3 predetermined period of time,

4   selecting a second agent, the second agent having the desirable set of skills

5   and being available; and

6   sending the user information to the selected second agent with a second

7   web browser.

1   5.   The method of claim 4, and further comprising:

2   setting a status of the selected first agent to "unavailable" in response to the

3 first signal indicative of the first consent from the selected first agent within the

4 predetermined period of time.

1   6.   The method of claim 5 wherein the sending the user information to the
2   selected first agent with a first web browser comprises retrieving the user information from
3   the first database by a HTML page.

1   7.   The method of claim 4 wherein the user inquiry is at least one selected
2   from a group consisting of a user phone inquiry and a user message inquiry.

1   8.   The method of claim 7 wherein the user message is initiated by a user.

1   9.   The method of claim 7 wherein the user message is initiated by a
2   contact center.

1   10.   The method of claim 4, and further comprising:
2   in response to the lack of the first signal indicative of the first consent from the
3   selected first agent within the predetermined period of time,
4   setting the status of the selected first agent to "break;" and
5   sending a first notification to the selected first agent, the first notification
6   indicative of selecting the second agent.

1   11.   The method of claim 4, and further comprising:
2   in response to the first signal indicative of the first consent from the selected
3   first agent within the predetermined period of time,
4   providing a first communication channel between a user and the selected
5   first agent;
6   disconnecting the first communication channel between the user and the
7   selected first agent; and
8   setting the status of the selected first agent to "available."

1   12.   The method of claim 11 wherein the providing a first communication
2   channel further comprises:
3   setting a status of a third agent to "unavailable;"
4   conducting a conference between at least two of the user, the selected first
5   agent and the third agent; and
6   setting the status of the third agent to "available."

1   13.   The method of claim 12 wherein the conducting a conference

2   comprises:

3   providing a second communication channel between the selected first agent

4   and the third agent; and

5   wherein the second communication channel different from the first

6   communication channel.

1   14.   The method of claim 13 wherein the first communication channel is a

2   telephone channel, and the second communication channel is a message channel.

1   15.   The method of claim 1 wherein the selecting a first agent comprises:

2   accessing a second database, the second database storing a plurality of sets of

3   skills for a plurality of agents respectively.

1   16.   A method for processing a user inquiry, the method comprising:

2   receiving user information from a first database, the user information

3   associated with a request;

4   processing the user information with a web browser;

5   sending a first signal indicative of a first consent within a predetermined

6   period of time in response to the user information; and

7   receiving a user inquiry in response to the first signal indicative of the first

8   consent.

1   17.   The method of claim 16 wherein the receiving user information from a

2   first database comprises retrieving the user information from the first database by a HTML

3   page.

1   18.   The method of claim 16 wherein the user inquiry is at least one

2   selected from a group consisting of a user phone inquiry and a user message inquiry.

1   19.   The method of claim 18 wherein the user message is initiated by a

2   user.

1   20.   The method of claim 18 wherein the user message is initiated by a

2   contact center.

1   21.   The method of claim 16, and further comprising:

2   communicating with a user over a first communication channel; and

3   sending information associated with the communicating with the user to the

4   first database.

1   22.   The method of claim 21, and further comprising:

2   communicating with another agent over a second communication channel.

1   23.   The method of claim 22 wherein the second communication channel is

2   different from the first communication channel.

1   24.   The method of claim 23 wherein the first communication channel is a

2   telephone channel, and the second communication channel is a message channel.

1   25.   A system for processing a user inquiry, the system comprising:

2   a user interface system to receive a user inquiry and to request user

3   information associated with the user inquiry;

4   a first database to store and provide information associated with at least the

5   user inquiry;

6   a second database to store information relating to a plurality of agents, the

7   information relating to the plurality of agents including a plurality of sets of skills

8   corresponding to the plurality of agents respectively;

9   an agent allocation system to identify a first agent having a desirable set of

10   skills and being available based on at least the information relating to the plurality of agents;

11   and

12   an agent interface system for the first agent configured to

13   receive the user information with a web browser; and

14   send a first signal indicative of a first consent from the first agent in

15   response to at least the user information.

1   26.   The system of claim 25 wherein the user interface system and the agent

2   interface system provide a communication channel between a user and the first agent in

3   response to the first signal indicative of the first consent from the first agent.

1   27.   The system of claim 26 wherein the agent interface system sends

2 inquiry information relating to a communication between the user and the first agent over the

3 communication channel.

1   28.   The system of claim 27 wherein the first database provides the inquiry

2 information to the agent interface system.

1   29.   The system of claim 25 wherein the user inquiry is at least one selected

2 from a group consisting of a user phone inquiry and a user message inquiry.

1   30.   The system of claim 29 wherein the user message is initiated by a user.

1   31.   The system of claim 29 wherein the user message is initiated by the

2 user interface system.